



**State of Vermont**  
**Department of Financial Regulation**  
89 Main Street  
Montpelier, VT 05620-3101  
[www.dfr.vt.gov](http://www.dfr.vt.gov)

For consumer assistance:  
[Banking] 888-568-4547  
[Insurance] 800-964-1784  
[Securities] 877-550-3907

**Division of Insurance**  
**Consumer Assistance Section**  
**Health Care**  
**Quarterly Statistics**  
**April 1, 2012 – June 30, 2012**

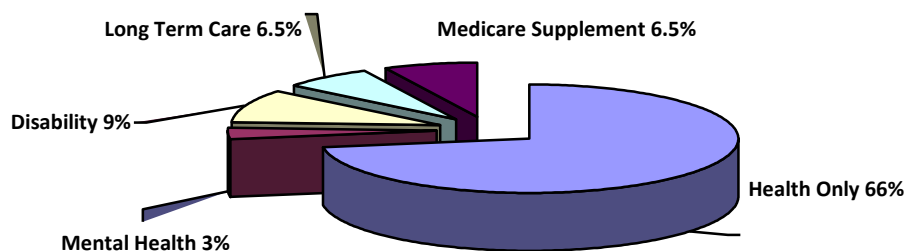
**Summary of Written Inquiries and Complaints**

**Totals**

|                           |     |
|---------------------------|-----|
| Inquiries Opened          | 75  |
| Written Complaints Opened | 32  |
| Telephone calls received  | 547 |

|  |                    |
|--|--------------------|
| <b>Dollar Amount Recovered for Consumers</b> | <b>\$ 2,236.70</b> |
| <b>Average Days to Close Complaint</b>       | <b>39</b>          |

**Types of Complaints by Percentage**



**Nature of Complaints by Percentage**

